



South Hill Primary School Communications Protocol

INTRODUCTION

At South Hill, we value the importance of promoting a positive relationship with parents and carers, pupils, staff and governors. By working closely together in a proactive and positive manner we can ensure that we protect and promote the wellbeing of all concerned. For this to be successful it is important to ensure clear, effective and consistent communication between our pupils, our parents, our governors and fundamentally between home and school. We need to ensure that communications between all members of the school community are clear, professionally orientated, timely and appropriate.

HOME/SCHOOL AGREEMENT

Our **Home/School Agreement** clearly lays out the expectations of pupils, parents and the school and is an indication of the commitment we place on the collaboration of all stakeholders to support the wellbeing and education of our pupils.

CONTACTING THE SCHOOL

Verbal Communication

Communication by parents relating to **classroom issues** will be dealt with by the **class teacher**. This should be dealt with on an informal basis through verbal communication, perhaps at pick-up. Should this prove unsatisfactory the issue should be brought to the attention of the **Key Stage Leader** and then the **Co-Headteachers**.

Email

Please use the admin email admin@southhill.herts.sch.uk if you need to contact a member of staff. Our admin team will be able to direct your query to the correct member of staff.

- Teachers are not in the position to check emails continually throughout the day and the school does not expect work emails to be checked during a teacher's personal time.
- We aim to respond as quickly as possible and within three working days. Part-time staff may take longer to reply.
- Teachers, on occasion, may respond to you via email. It is acceptable to continue these conversations directly with the member of staff but any subsequent new questions or issues should be raised through the **admin email** so that it can be tracked appropriately.

Telephone

Please use the school office number to leave a message for a teacher to contact you:

- **Office staff** will relay messages to teachers as soon as possible.
- If a call is **urgent**, please inform the office staff who will relay this to the teacher concerned for a more immediate response.
- We will try to respond to you within **three working days**, if not the same day.
- Please note lessons will *never* be interrupted for teachers to take calls.

Home/School Reading Record

You may communicate issues relating to reading in your **Child's Reading Record**.

- These are seen on a Monday, Wednesday and Friday.

Home Learning Book

You may communicate issues relating to home learning in your child's home learning book.



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- These are checked half termly.

MEETINGS

The daily care, welfare and safety of your child is managed by the person who is placed closest to them. Please approach the following members of staff who are responsible for your child in the following order:

- 1) Classroom Teacher
- 2) Phase Leader:
Mrs Shaw – EYFS
Mrs Goodman – Year 1, 2 and 3
Mrs Farmery – Year 4, 5 and 6
- 3) Mrs Donley – SEN / PP/ EAL needs
- 4) Co-Headteachers

Meetings should always be **pre-arranged** with members of staff.

- For non-urgent meetings we will aim to meet with you within five working days. The school will determine the level of urgency at its discretion to enable it to manage multiple demands.
- We are aware that sometimes you may experience issues at school that may cause upset. If this is the case, please ensure that you make an appointment to meet with a member of staff by emailing the admin team. This ensures that we have the correct information and details to hand and a suitable time is found to meet.
- If you urgently need to see someone, for instance if there is a serious family emergency or a child protection issue, please phone ahead and the reception staff will do their best to find a senior member of staff to see you.

CONTACTING YOU

We contact you via email or text message. If you require hard copies of letters and newsletters please contact the school office.

- ClassDojo is also used to communicate important messages and to celebrate and share learning. **Please note any messages about your children should go through the admin email and not through ClassDojo.**
- We also use Twitter to communicate various pieces of information on a live basis.

NO RESPONSE

If you have not received a response from the school within three working days please contact the school admin@southhill.herts.sch.uk and we will follow up your enquiry.

APPROPRIATE USE OF SOCIAL MEDIA

We are aware that parents set up group chats for classes on WhatsApp, Facebook and other platforms. We recognise that these are useful to parents and provide links. However, these are not endorsed by the school and we do not post on these forums. On occasion, information on these forums can be inaccurate or not represent the school view. Please refer to the school website or clarify doubts by emailing the admin team.

Our staff have a right to a personal life and to be protected from harassment online. We ask that parents avoid posting inaccurate or defamatory statements about the staff, the school or the pupils on social media platforms.